Shared Services Canada
Services partagés Canada

ConsultationSPC.SSCConsultation@spc-ssc.gc.ca

LETTER OF INTEREST

LETTRE D'INTÉRÊT

Comments - Commentaires

Title – Sujet	
Industry Engagement Presentation Notice for the Workplace Technology Devices (WTD) Initiative Pilot Projects	
Solicitation No. – N° de l'invitation 10033466/A	**Date** November 4, 2013
Client Reference No. – N° référence du client 13-13071	
File No. – N° de dossier	
Solicitation Closes – L'invitation prend fin at – à 11 :59 PM on – le November 20, 2013	**Time Zone Fuseau horaire** Eastern Standard Time (EST) / Heure Normale de l'Est (HNE)
F.O.B. - F.A.B. Plant-Usine: ☐ Destination: ☐ Other-Autre: ☐	
Address Inquiries to : - Adresser toutes questions à: Andrea Totten	
Telephone No. – N° de téléphone : (613) 415-9164	
Delivery required - Livraison exigée N/A	**Delivered Offered – Livraison proposée**
Destination – of Goods, Services, and Construction: **Destination – des biens, services et construction :** See Herein	

Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur
Facsimile No. – N° de télécopieur
Telephone No. – N° de téléphone
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)
Signature Date

Issuing Office – Bureau de distribution

SSC | SPC
Procurement and Vendors Relationships |
Achats et relations avec les fournisseurs
255 Albert Street | 255, rue Albert
Ottawa, Ontario
K1P 6A9

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Industry Engagement Presentation Notice for the Workplace Technology Devices (WTD) Initiative Pilot Projects – November 8, 2013

Shared Services Canada (SSC) was created to fundamentally transform how the Government of Canada manages its IT infrastructure, in order to better support the delivery of programs and services to Canadians. More specifically, SSC was established to maintain and improve IT service delivery, to generate savings and to implement government-wide solutions that are modern, reliable and secure. The Workplace Technology Devices (WTD) Initiative under SSC is a new initiative launched in April 2013 to consolidate and modernize distributed computing with the objectives of reducing costs and increasing security for 95 organizations. One aspect of this initiative is to explore how support services could be modernized, therefore SSC will be initiating pilot projects to test different support service delivery models, sourcing strategies and technologies.

To provide a forum for the Government of Canada to engage Industry in a presentation on the scope, key requirements, service bundling, pricing models and sourcing options/strategies for the support service pilot project(s), SSC will host an Industry Engagement Presentation via web conferencing on November 8, 2013. The Industry Engagement Presentation on the pilot project(s) is open to any interested suppliers.

In conjunction with the Industry Engagement Presentation, SSC is seeking Industry feedback on a series of key questions related to the pilot projects(s). It is requested that written responses to the key questions identified below be submitted by November 20, 2013. If clarification on any of the supplier responses is required, follow up meetings may be scheduled as necessary.

The details within this notice are intended to help prepare Industry for the engagement activities regarding the Workplace Technology Devices pilot project(s) referenced above. The Industry Engagement Presentation on the WTD initiative is open to interested suppliers and associations, as well as interested public servants. Interested participants are requested to complete and submit the attached registration forms by November 5, 2013.

As indicated above, the Industry Engagement Presentation will be focused on the pilot(s). Additional industry engagement activities will be scheduled in the upcoming months in order to discuss broader considerations.

All media inquiries related to the WTD Initiative should be directed to the Media Relations Office at (613) 947-6276 or media@ssc.gc.ca .

BACKGROUND INFORMATION

Through the WTD Initiative, the Government of Canada (GC) seeks to consolidate and modernize distributed computing to reduce costs and increase security for 95 organizations. This involves efforts already underway to standardize and consolidate the procurement of WTD software and hardware for SSC, its 43 partners and 51 clients (listed in Annex A). WTD software includes operating systems, office productivity software, and desktop security software. WTD hardware includes computers/desktop workstations, laptops, notebooks, tablets and peripherals such as printers.

While providing support services remains the responsibility of individual departments and agencies, SSC is also exploring how WTD support services could be improved, with a particular focus on reducing costs

and improving the user experience while maintaining data and network security. WTD support services include help desks and desk side support, break-fix and file/print services, and could potentially also include software and hardware provisioning and installation. To this end, SSC will be working with its partners and clients to develop and implement the support services pilot project(s). The first pilot project will likely include support for up 6,000 Workplace Technology Devices.

This initiative builds on work already underway through SSC's Email Transformation Initiative which will consolidate and modernize email services to reduce costs, increase security and enhance program delivery to Canadian citizens and businesses. It also builds on the Data Centre Consolidation and Telecommunications Transformation Programs, which will deliver efficient, scalable and standardized data centre, telecommunications and network services that will reduce operating costs for the Government of Canada as a whole.

CURRENT STATE OF WORKPLACE TECHNOLOGY DEVICES IN THE GOVERNMENT OF CANADA

The Government of Canada spends an estimated $660 million dollars annually on WTD hardware, software and support. About half of the costs are in software and hardware procurement and the other half are in support service delivery. There are approximately 400,000 devices used by federal public servants. On a per device basis, costs are approximately $1,650 to $2,750, which represents the full asset life cycle (hardware, software and support). In contrast, industry benchmarks are around $1,000 to $1,200 per device and continue to drop. Historically, WTD expenditures have been managed on a department by department basis. This decentralized approach to the management of work place technology devices contributes to a number of inefficiencies, including loss of economies of scale and reduced purchasing power.
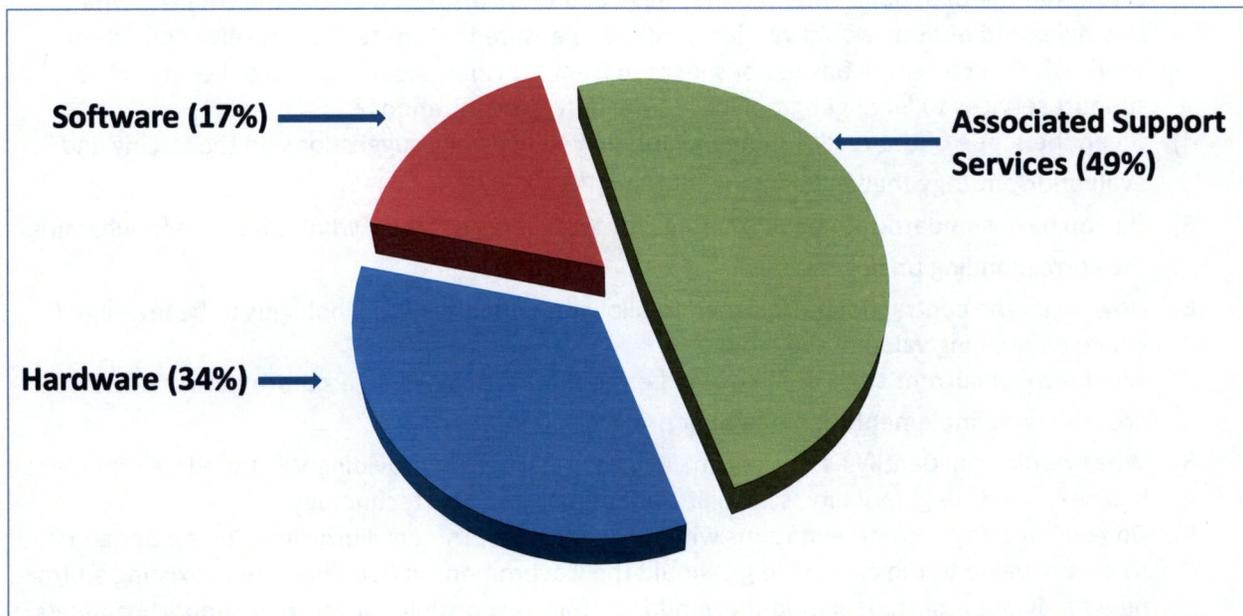

Figure 1: Breakdown of Current Costs

BUSINESS OUTCOMES OF THE WTD INITIATIVE

Through the WTD Initiative, the Government of Canada will consolidate and modernize distributed computing to reduce costs and increase security for 95 organizations (SSC, plus 43 partner and 51 client departments and agencies).

Specific business objectives related to the support service pilot(s) are to:

Identify Efficiencies – Through the pilot project(s), explore and identify which service segmentation, delivery models and technologies could lead to efficiencies and savings.

Increase Security – Through the pilot project(s), identify key security risks and strategies to ensure a secure desktop environment (e.g., unified patching and threat mitigation, supply chain integrity).

Improve Service Quality – Through the pilot project(s), explore how service quality could be improved.

Support other Government of Canada Initiatives – Through the pilot project(s), explore how improvements to WTD service delivery could enable greater mobility of employees and other government initiatives (e.g., Blueprint 2020, Workplace 2.0, Greening Government Operations).
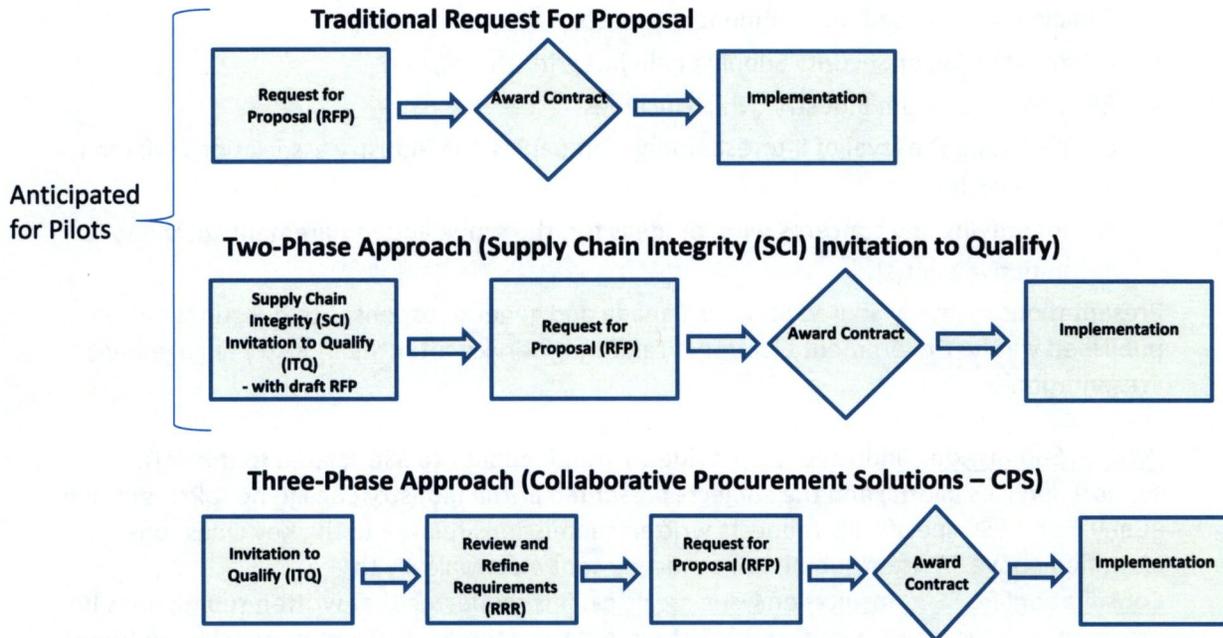
KEY QUESTIONS TO BE ADDRESSED IN WRITTEN SUBMISSIONS

SSC is seeking input from industry on the following questions related to the pilot project(s):

1) Based on the information provided during the Industry Engagement Presentation regarding the pilot(s), please comment on the proposed scope of the WTD support services pilot(s).
2) Are there innovative technologies or service enhancements for Workplace Technology Devices that SSC should consider testing through the pilot(s)?
3) Given that the pilot department(s) may have end users dispersed across the country, what strategies and options would vendors employ to ensure that these users receive consistent services? Can you share any lessons learned from previous experiences in delivering WTD support services to large geographically-distributed organizations?
4) Given the scope of the Justice Canada Pilot, do you have any suggestions on the pricing and evaluation strategy that should applied to the Pilot RFP?
5) Do you have standard catalogue offerings for WTD services? If so, what are they and what are the corresponding pricing models?
6) How could the contract(s) be designed to allow new/emerging technologies to be leveraged while maintaining value to the crown?
7) What level of current state detail would be required to provide an accurate proposal and proceed with implementation of a pilot project?
8) What would you identify as the key challenges or barriers in providing WTD services that meet business needs (e.g. mobility, scalability, adaptability to new technology)?
9) Do you have any recommendations with respect to Government-Furnished Equipment and how to ensure value to the crown? (e.g., should the Government of Canada provide existing and/or new hardware assets, or should the vendor be fully responsible for buying / supporting assets?)
10) Other comments?

CONTRACTING AND PROCUREMENT

For any upcoming pilot(s), SSC anticipates using two out of three of its procurement approaches for the pilot procurement(s), potentially preceded by a short Industry Engagement Phase. The approach selected will depend on the scope of the pilot. The procurement approaches are depicted below.

Traditional Request For Proposal

Anticipated for Pilots

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Request for       →   Award Contract   →   Implementation
Proposal (RFP)
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Two-Phase Approach (Supply Chain Integrity (SCI) Invitation to Qualify)

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Supply Chain
Integrity (SCI)      →   Request for       →   Award Contract   →   Implementation
Invitation to Qualify     Proposal (RFP)
(ITQ)
- with draft RFP
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Three-Phase Approach (Collaborative Procurement Solutions – CPS)

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Invitation to   →   Review and      →   Request for       →   Award      →   Implementation
Qualify (ITQ)        Refine              Proposal (RFP)        Contract
                     Requirements
                     (RRR)
```

INDUSTRY ENGAGEMENT PHASE

The "Industry Engagement Phase" will precede the formal tendering process(es) and will have the following structure and anticipated timeframes:

WTD Industry Engagement Activities – Pilot(s)

```
Industry Engagement   →   Review                  →   Written Submission
Presentation              Written Submissions         Clarification Meetings
8 Nov 2013                Received by                 Any time after the written
                          20 Nov 2013                 submission in question has
                                                      been received and
                                                      reviewed.
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Written Submissions

1. <u>Industry Engagement Presentation</u>: This will be the first engagement with Industry specific to the WTD pilot(s) and will take place via web conference. The purpose of this session is for Shared Services Canada to:
   - Present a high-level overview of the WTD pilot procurement which includes:
     o Proposed approach for the pilot(s);
     o Potential scope; and
     o High-level requirements.
   - Explain the proposed procurement approach;
   - Address the Cyber Security Supply Chain Integrity Threat; and
   - Elicit feedback from Industry, which includes:
     o Assessing the level of interest among companies and Industry associations related to the pilot(s)
     o Identifying any concerns with, or ideas for, the scope and requirements of the WTD initiative pilot(s).

   Presentations made by Shared Services Canada and general responses to questions will be published via the Government Electronic Tendering Service after the Industry Engagement Presentation.

2. <u>Written Submissions</u>: Industry can provide written feedback to SSC related to the WTD support services pilot(s) and the subjects presented at the Industry Engagement Presentation at any point. SSC specifically requests written submissions related to the Key Questions identified above. Written submissions must be sent electronically to ConsultationSPC.SSCConsultation@spc-ssc.gc.ca. It is requested that written submissions be provided no later than November 20, 2013 in order for the feedback to be considered for the following phases.

3. <u>Written Submission Clarification Meetings</u>: Canada may, in its discretion, contact any organization who submitted written feedback to follow-up with additional questions or for clarification of any aspect of a written submission, either in writing or via a one-on-one meeting.

Shared Services Canada intends to leverage the feedback from the Industry Engagement Phase to solidify the WTD initiative pilot strategy and procurement approach. It is anticipated that any procurement related to the initiative will require vendors to hold a security clearance level of Secret or higher.

REGISTRATION FOR INDUSTRY ENGAGEMENT PRESENTATION

Shared Services Canada invites potential bidders that are interested in the WTD initiative pilot(s) and any resulting procurement, including any industry associations representing a market segment affected by this initiative, to the Industry Engagement Presentation.

Industry Engagement Presentation

Interested participants must register their representatives by electronically completing the "Industry Engagement Presentation Registration Form" in Annex B and sending an email to ConsultationSPC.SSCConsultation@spc-ssc.gc.ca no later than **11:59 p.m. EDT on November 5, 2013**.

Participants must identify themselves by their legal corporate name, corporate address, email address, area of expertise and provide the name(s) of their representative(s) attending. By providing the above information, each respective party acknowledges and consents to the release of this information to the public which may include any resulting recordings.   More details are provided in the registration form in Annex B.

> **Point of Contact:**
> Andrea Totten
> Shared Services Canada
> Procurement and Vendor Relationships
> E-mail: ConsultationSPC.SSCConsultation@spc-ssc.gc.ca

Government Officials

Any public servants wishing to attend the Industry Engagement Presentation must register by electronically completing the "Industry Engagement Day Registration Form for Public Servants" in Annex C and sending an email to ConsultationSPC.SSCConsultation@spc-ssc.gc.ca no later than 11:59 p.m. EDT on November 5, 2013.

Additional Registration Details

Registration Confirmation

Shared Services Canada will confirm registration, and send web conferencing session participation information via email acknowledgement, to each registrant no later than 11:59 p.m. EDT on November 6, 2013.

Industry Engagement Presentation Expenses

Shared Services Canada will not reimburse any attendee for expenses incurred in attending, participating and/or responding to any part of these Industry Engagement activities.

Industry Engagement Presentation Participation

Participation is not mandatory. Failure to attend these sessions/meetings will not preclude participants from participating in the next procurement phase.

AGENDA FOR INDUSTRY ENGAGEMENT PRESENTATION

Time	Presenter	Description
1:00-1:15		Web Conferencing Session Sign-in
1:15-1:25		Opening Remarks & Industry Engagement Presentation Objectives
1:25 – 1:45	*SADM, TSSD, SSC*	SSC Transformation Agenda
1:45 – 2:15	*DG, Workplace Technology Devices, TSSD, SSC*	WTD Initiative Overview and Pilot Objectives
2:15 – 2:20	*Director, Workplace Technology Devices, TSSD, SSC*	Next Steps
2:20 – 2:40	*Cyber and IT Security Transformation & Communications Security Establishment of Canada*	Supply Chain Integrity
2:40 – 3:00	*Procurement and Vendor Relations, SSC*	The Procurement Approach
3:00 – 3:30		Questions and Answers
3:30 – 3:35		Recap / Closing Remarks

Note: The material being presented during the Industry Engagement Presentation will be distributed electronically prior to the event (either via amendment on Buy and Sell or by email to all registered).

ANNEX A: List of WTD Initiative Partners and Clients

Organization	Partner/Client
Atlantic Canada Opportunities Agency	Partner
Canada Border Services Agency	Partner
Canada Revenue Agency	Partner
Canada School of Public Service	Partner
Canadian Food Inspection Agency	Partner
Canadian International Development Agency	Partner
Canadian Northern Economic Development Agency	Partner
Canadian Nuclear Safety Commission	Partner
Canadian Space Agency	Partner
Correctional Service of Canada	Partner
Department of Agriculture and Agri-Food	Partner
Department of Canadian Heritage	Partner
Department of Citizenship and Immigration	Partner
Department of Finance	Partner
Department of Fisheries and Oceans	Partner
Department of Foreign Affairs and International Trade	Partner
Department of Health	Partner
Department of Human Resources and Skills Development	Partner
Department of Indian Affairs and Northern Development	Partner
Department of Industry	Partner
Department of Justice	Partner
Department of National Defence	Partner
Department of Natural Resources	Partner
Department of Public Safety and Emergency Preparedness	Partner
Department of Public Works and Government Services	Partner
Department of the Environment	Partner
Department of Transport	Partner
Department of Veterans Affairs	Partner
Department of Western Economic Diversification	Partner
Economic Development Agency of Canada for the Regions of Quebec	Partner
Federal Economic Development Agency for Southern Ontario	Partner
Financial Transactions and Reports Analysis Centre of Canada	Partner
Immigration and Refugee Board	Partner
Library and Archives of Canada	Partner
National Research Council of Canada	Partner
Office of Infrastructure of Canada	Partner
Parks Canada Agency	Partner
Privy Council Office	Partner
Public Health Agency of Canada	Partner

Public Service Commission	Partner
Royal Canadian Mounted Police	Partner
Shared Services Canada	Partner
Statistics Canada	Partner
Treasury Board	Partner
Canada Emission Reduction Incentives Agency	Client
Canada Employment Insurance Commission	Client
Canada Industrial Relations Board	Client
Canadian Centre for Occupational Health and Safety	Client
Canadian Environmental Assessment Agency	Client
Canadian Forces Grievance Board	Client
Canadian Grain Commission	Client
Canadian Human Rights Commission	Client
Canadian Human Rights Tribunal	Client
Canadian Institutes of Health Research	Client
Canadian Intergovernmental Conference Secretariat	Client
Canadian International Trade Tribunal	Client
Canadian Polar Commission	Client
Canadian Radio-television and Telecommunications Commission	Client
Canadian Security Intelligence Service	Client
Canadian Transportation Accident Investigation and Safety Board	Client
Canadian Transportation Agency	Client
Communications Security Establishment	Client
Copyright Board	Client
Courts Administration Service	Client
Financial Consumer Agency of Canada	Client
Indian Residential Schools Truth and Reconciliation Commission	Client
Law Commission of Canada	Client
Military Police Complaints Commission	Client
National Energy Board	Client
National Farm Products Council	Client
National Film Board	Client
Natural Sciences and Engineering Research Council	Client
Northern Pipeline Agency	Client
Office of the Commissioner of Official Languages	Client
Office of the Communications Security Establishment Commissioner	Client
Office of the Co-ordinator, Status of Women	Client
Office of the Correctional Investigator of Canada	Client
Office of the Director of Public Prosecutions	Client
Office of the Governor General's Secretary	Client
Office of the Superintendent of Financial Institutions	Client
Parole Board of Canada	Client
Patented Medicine Prices Review Board	Client

Public Service Labour Relations Board	Client
Public Service Staffing Tribunal	Client
Registrar of the Supreme Court of Canada	Client
Registry of the Competition Tribunal	Client
Registry of the Public Servants Disclosure Protection Tribunal	Client
Registry of the Specific Claims Tribunal	Client
Royal Canadian Mounted Police External Review Committee	Client
Royal Canadian Mounted Police Public Complaints Commission	Client
Security Intelligence Review Committee	Client
Social Sciences and Humanities Research Council	Client
The National Battlefields Commission	Client
Transportation Appeal Tribunal of Canada	Client
Veterans Review and Appeal Board	Client

ANNEX B: Industry Engagement Presentation Registration Form

(The Industry Engagement Presentation Registration Form is attached as a separate document.)

Shared Services   Services partagés
Canada   Canada

ANNEX C: Industry Engagement Presentation Registration Form for Public Servants

(The Industry Engagement Day Registration Form for Public Servants is attached as a separate document.)